

Welcome to 5Gnet

Click on the items below to drill into the analytics

Key Performance Indicators

- 1) Increase tech support capacity for Fiber Optic customers and lower tech tickets per customer to 0.5
- 2) Increase sale of 1 and 2 year contracts by 5% each
- 3) Yearly increase of automatic payments by 5%

Churn Dashboard



- Demographics
- Customer Account Information
- Services

Customer Risk Analysis



- internet service
- type of contract
- payment method

\$ 2.86M
Total charge

Customer Experience and Churn Dashboard

2173
Total Tech Tickets

1869
Customers at Risk

\$139.13K
Monthly Charges

Clear all slicers

Payment Method
All

Contract
All

Churn
All

885
Total admin Tickets

Churned Last Month
380



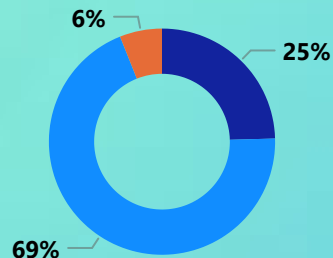
Services customers signed up for

Multiple Lines?

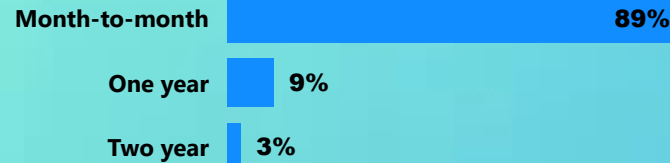
50.03% 49.97%
Yes No

6361 91%
Phone Service
2019 16%
Online Security
2429 28%
Online Backup
2422 29%
Device Protection
2044 17%
Tech Support
2707 44%
Streaming TV
2732 44%
Streaming Movies

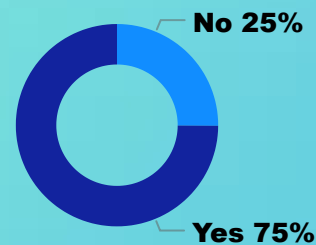
DSL Fiber optic No



Customer account information

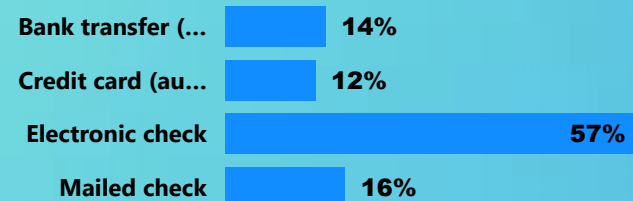


Paperless Billing



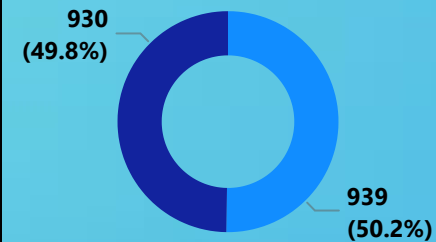
Average charges

\$74.44
MonthlyCharges
\$1,531.80
TotalCharges

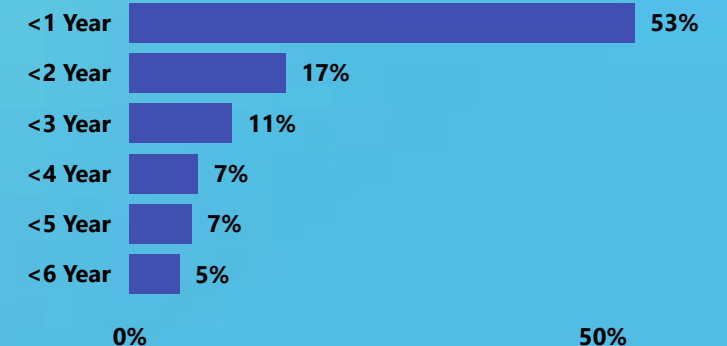


Demographics

Female Male



25%
Senior Citizen
36%
Partner
17%
Dependent



Risk of churn

- ☐ No
☐ Yes

Internet service

- ☐ DSL
☐ Fiber optic
☐ No

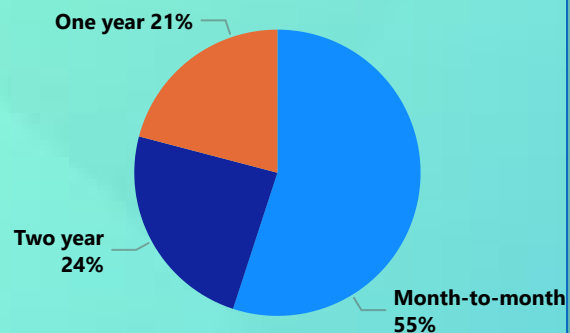
Months subscribed

0 72

Contract type

- ☐ Month-to-month
☐ One year
☐ Two year

Tenure by Contract



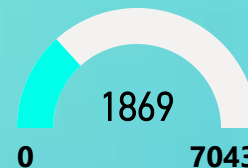
Customer Risk Analysis

5174

Total Customer

36.12%

churn rate %



\$13.19M

Yearly Charges

782

Tech Tickets

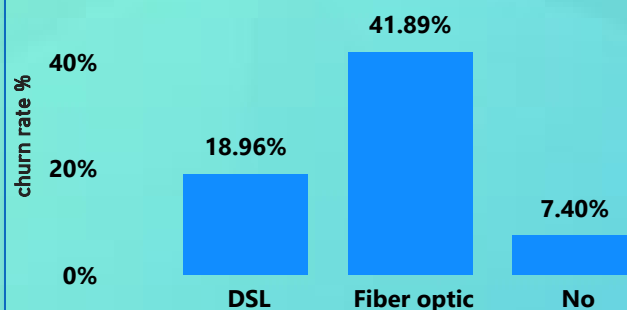
2747

Admin Tickets

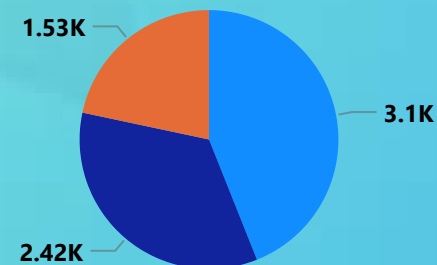
Gender	60+	Under 60	Total
Male	574	2981	3555
Female	568	2920	3488
Total	1142	5901	7043



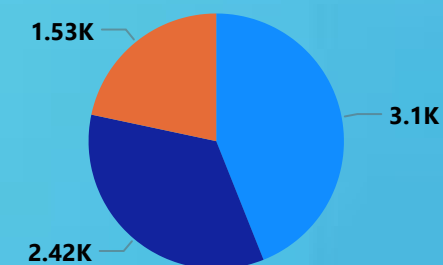
Churn by type of internet service



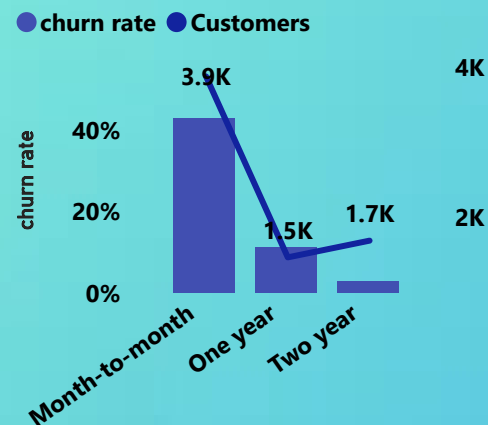
of customers by internet service



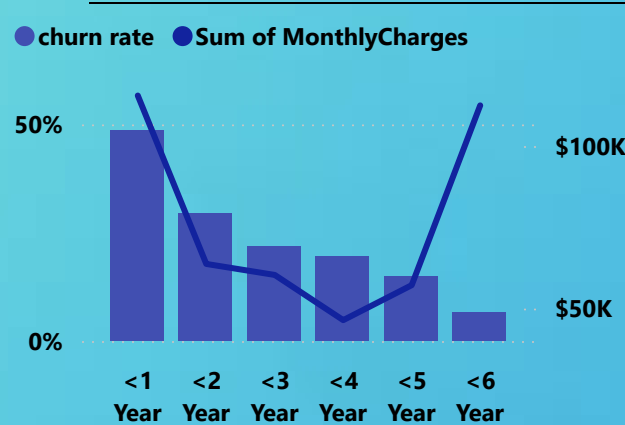
Sum of monthly charges



Type of contract



Years of contract



Churn by payment method

